

PLANTING QUALITY ASSURANCE IN GHANA

Initial Attempts

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The Background / The Problem

- In spite of efforts since 2003, Quality Assurance has not taken firm root at UEW.
- Hence the need for this investigation to find a way forward.



Purpose

- Explore the concept of Quality Assurance;
- Conduct a baseline qualitative study; and
- Plan and strategize for the operation of Quality Assurance at UEW.



Significance

- This study is the first of its kind. The data gathered would help UEW to establish an effective QA system. The data might also guide other Ghanaian Universities in the operation of their QA systems.



Research Questions

1. For how long has Quality Assurance been operational in Ghana?
2. What guides its operation in Ghana?
3. What are the challenges of Quality Assurance systems?
4. How might an effective Quality Assurance system be established at the University of Education of Winneba?



Introduction / Literature Review

- Having been appointed as Ag. Director of Quality Assurance at the University of Education, Winneba, in a largely pioneering role, my immediate task was to investigate best practices in Quality Assurance and to strategize for its implementation in UEW, based on a firm foundation.



Methodology

- Interviews at six public universities,
- Association of African Universities
- Accreditation Board.
- Recordings of interviews were made
- Guided tours of Quality Assurance facilities to complement verbal responses by interviewees.



Population

- The following formed the population of the study:
2. University of Ghana, Legon
 3. University of Cape Coast
 4. KNUST
 5. UDS
 6. UMAT
 7. UEW
 8. Association of African Universities
 9. National Accreditation Board

Sample

- Participants interviewed comprised the Directors of Quality Assurance in the above listed institutions as well as an official each from the Association of African Universities and the National Accreditation Board



Tools of Data Collection

- A Structured interview format was used
- Interviews were recorded on tape and transcribed later to facilitate data analysis.
- Observations
- Member check: Follow-up discussions with interviewees



Data Analysis

- Data analysis was based on *Thick Descriptions* .
- Data triangulation lent credibility to assertions.
- Member check ensured that data collected from participants was accurately presented and analyzed.



Findings

- Early attempts started 2002 by VC, Ghana
- Staffing and equipment still a major challenge



Findings Contd.


Major Achievements

- One institution designed own scannable sheets
- Three institutions have been assessing effective teaching/ learning
- Some institutions have been organizing workshops for lecturers and management
- One institution won a proposal for the acquisition of two machines that helped with marking and managing the universities database
- Three participated in international workshops
- Regular national Q.A. committee meetings



Findings Contd.

Major Challenges

- Suspicion of the University Community
 - Lack of resources, and inadequate staffing
 - Some retiring members unenthusiastic
 - Lack of motivation for Quality Assurance staff
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Implications

- *Acceptability* a matter of extreme importance
- Confidentiality is also required
- Following laid down channels and procedures, a must
- Q. A. must be owned by the various departments/ units
- Changes must be made cautiously, ensuring all are on the same page



Fundamental Questions

- Are we ready/ willing for amalgamation i.e. combining Planning, Data management and Workshops
- Would departmental Q. A. desks work for us?
- Is the university wide Q. A. committee an option? If so, what form should it take?

Summary

- Four research questions were used to collect data on Quality Assurance practices from the 8 institutions in Ghana.
- Achievements included using scannable sheets, organizing workshops and assessing teaching and learning.



Summary Contd.

- Challenges included inadequate resources
- Suspicion of the University Community



Recommendations

- Provision of adequate accommodation and equipment
- A needs analysis survey of UEW community on workshops
- A series of workshops on Quality Assurance for UEW community
- A study tour to a *mentor institution* abroad



***Thank you very
much for your
attention.***

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